

County of San Diego - Land Use & Environment Group

Accela Citizen Access Online Complaint Submittal Help Guides

TOPIC: Online Complaint Submittal (How to file online complaint via the new Accela Citizen Access Online Complaint)

The County of San Diego, Planning & Development Services (PDS) Code Compliance Division has implemented a new online complaint submittal for filing Code Compliance complaints in the unincorporated area of the County. We encourage you to use the online complaint system to manage your Code Compliance complaints. You can use the system 24 hours a day, 7 days a week to file and check status of your complaints.

The phone numbers for the Code Compliance Offices have not changed.

For North County Area: 760-940-2893

For South & East County Areas: 858-694-2705

You may also file a complaint through Code Compliance Storefronts. The storefronts are open on Mondays, except holidays.

Fallbrook

Fallbrook Sheriff's Substation

388 E. Alvarado St.

Public Office Hours 8:00am – 4:30pm

Bonita

Public Safety Center

4355 Bonita Rd.

Public Office Hours 8:00am – 4:30pm

Ramona

1424 Montecito Rd.

Public Office Hours 8:00am – 4:30pm

Spring Valley/Casa De Oro

Sheriff's Dept. Spring Valley Storefront

9732 ½ Campo Rd.

Public Office Hours 8:00am – 4:30pm

More Information:

The Code Compliance team provides services to residents in the [unincorporated communities of San Diego County](#) which ensure safe, sustainable communities and preservation of our natural resources. We respond to requests from residents to investigate concerns and educate the public about County codes in order to gain voluntary compliance.

Code Compliance investigates the following:

- Storage of solid waste
- Abandoned, inoperable and junk vehicles
- Constructions without building permits
- Grading without a permit
- Clearing or brushing vegetation without a permit
- Businesses operate out of a residence without a permit
- Storage of commercial vehicles on residential properties
- Excessive numbers of animal
- Animals being kept in enclosures located too close to a property line
- Noise
- Graffiti
- Using trailers or RVs as residences
- Prohibited signs

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Directions:

Before filing an online complaint, you will need the following :

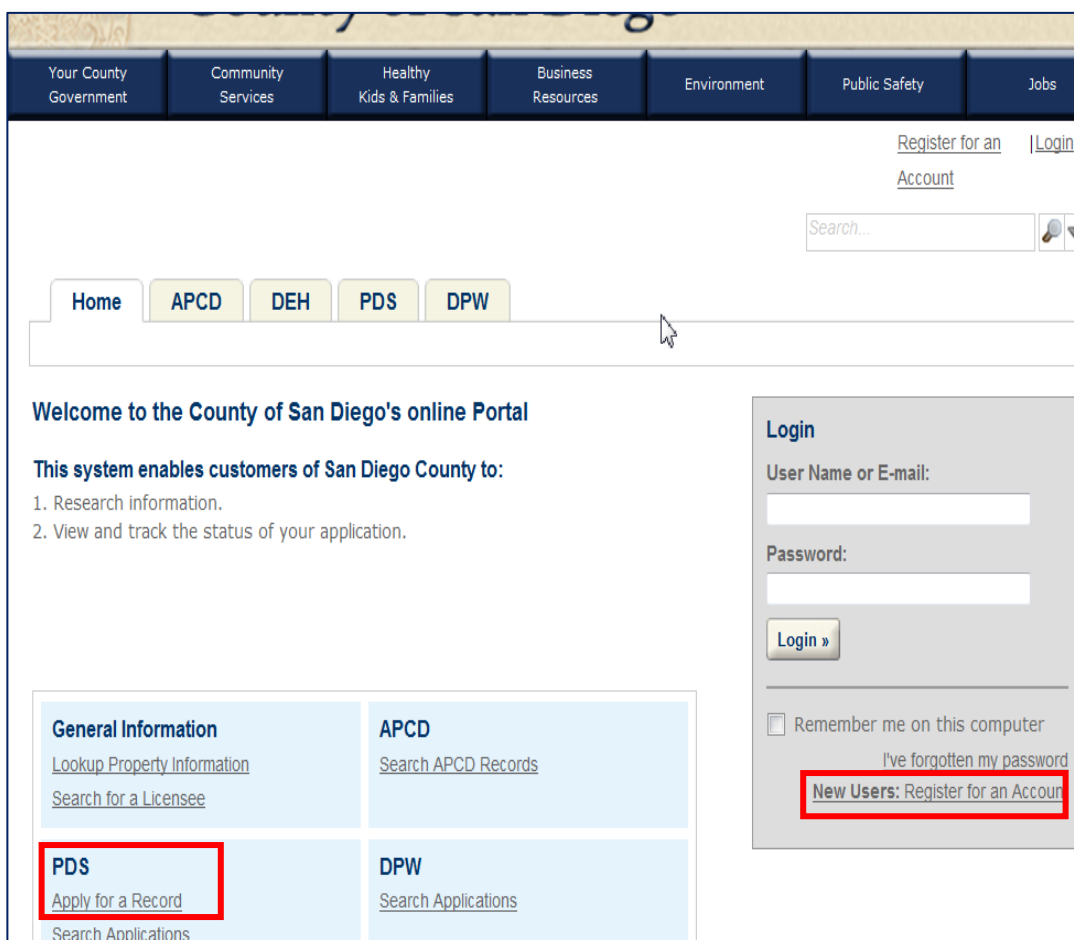
- The address or the assessor's parcel number of the property you wish to file a complaint
- You will need to provide your name, address, and contact number
- You will need to provide specific information about the alleged violation

To use the Accela Citizen Access online complaint submittal, please log in to:

<https://publicservices.sdcountry.ca.gov/citizenaccess/>

Below is a guideline on how to submit an online complaint. Accela Citizen Access will also guide you each step of the way.

- To file a complaint, you may either register for an account or proceed directly to the record application by selecting apply for a record under the PDS section.



The screenshot shows the County of San Diego's online Portal. At the top, there is a navigation bar with tabs for: Your County Government, Community Services, Healthy Kids & Families, Business Resources, Environment, Public Safety, and Jobs. Below this, there are links for "Register for an Account" and "Login". A search bar is also present. The main content area features a "Welcome to the County of San Diego's online Portal" message, followed by a list of services: "This system enables customers of San Diego County to: 1. Research information. 2. View and track the status of your application." Below this, there are four service tiles: "General Information" (with links for "Lookup Property Information" and "Search for a Licensee"), "APCD" (with link for "Search APCD Records"), "PDS" (with links for "Apply for a Record" and "Search Applications"), and "DPW" (with link for "Search Applications"). The "PDS" tile is highlighted with a red box. On the right side, there is a "Login" section with fields for "User Name or E-mail:" and "Password:", a "Login »" button, and a "Remember me on this computer" checkbox. Below the login section, there is a link for "I've forgotten my password" and a red box containing the text "New Users: Register for an Account".

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You must read and accept the terms to continue with your application to file a complaint by checking the box, then click "Continue Application"

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☐ I have read and accepted the above terms.

Continue Application »

Choose "Enforcement" from the drop down list, then click on **continue application**.

HomeAPCDDEHPDSPW

Apply for a Record | Search Applications

Select a Record Type

Choose one of the following available record types.

To apply for a **Building Permit** for any of the following types of work choose the **Building** category from the drop-down list below.

- > Residential electric heat pump/AC repair or replacement
- > Residential gas line repair
- > Residential glazing (window) replacement with no net area change
- > Residential roof-mounted solar PV with no meter upgrade
- > Residential water heater replacement
- > Residential water sprinklers

Please see the [Help Guide on How to Apply for a Building Permit Online](#) if you need assistance.

If you are applying for a Solar Permit please review the [Guidance Document](#).

To file a **Code Enforcement Complaint** choose the **Enforcement** category from the drop-down list below.

For assistance or to apply for a record type not listed above please contact us at (800) 411-0017 or (858) 694-2960.

--Select a Category--

--Select a Category--

Building

Enforcement

Keyboard Operating Instruction: Please hold ALT and press UP ARROW to expand the list, then press UP ARROW or DOWN ARROW to select an item, and finally press ENTER.

Continue Application »

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Follow the steps provided in the online complaint form and select “continue application” at the bottom of the page after each step. (Please note that fields with asterisk (*) are required fields)

STEP 1: You may enter the street number and street name under the “Address” section or the parcel number under the “Parcel” section, and then click “search”. You will see that the system will auto populate the rest of the information. Select “continue application” at the bottom of the page.

PDS Enforcement Complaint

1 Enter Address or Parcel 2 Contact Information 3 Additional Contacts 4 Complaint Information 5 Review 6

Step 1 : Enter Address or Parcel > Enter Address or Parcel

In the Address section enter as much of the address as you know or enter the Assessor Parcel Number Parcel section and click the **Search** button.

Please note the address and APN entered should reflect the property in question for this complaint.

* indicates a

Address

Use map to select work l

Street #: 388 Street Name: ALVARADO Street Type: ST

Search Clear

Parcel

Use map to select work l

* Parcel Number: 103-233-30-00 Domain: CN Special Area Regulations: C,SEE ORDINANCE

Result of the search: the parcel number will auto populate

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STEP 2: Enter your contact information, and click “continue application” to proceed to next page

Step 2 : Contact Information > Complainant

Please enter the contact information of the person filing the complaint. This information is kept anonymous, proceed with the complaint.

Complainant

Complete all required fields.

* First Name:

* Last Name:

Organization Name:

* Address:

* City:

* State:

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* Zip:

* Primary Phone:

E-mail:

Search

Clear

Continue Application »

User must complete all fields with asterisk (*)

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STEP 3: If available, enter the tenant's or business owner's information of the property in question for this complaint. (Please note that this is not a required section.) Then select "Continue Application" at the bottom of the page.

Step 3 : Additional Contacts > Enter Additional Contacts

Enter any additional contact information associated with the complaint, such as the tenant or business owner.

Tenant

Complete all required fields.

First Name: Last Name:

Organization Name:

Address:

City: State: Zip:

Primary Phone: E-mail:

Business Owner

Complete all required fields.

First Name: Last Name:

Organization Name:

Address:

City: State: Zip:

Primary Phone: E-mail:

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STEP 4: Enter the complaint information under the “Specific Issue” section. Please provide as much information about the alleged violation, as possible. You may include information such as, but not limited to, location on the property (front, rear, etc.), type of structure or business, amount of waste, license plate number# of abandoned vehicles, etc.

Step 4 : Complaint Information > Describe Complaint

Enter complaint information including work that was done without a permit, please be as specific as possible.

* indicates a required

ASI

COMPLAINT INFORMATION

Specific Issue: *

1) Building a detach 2-car garage at the rear of the property.

2) Occupied trailer coach on the side yard for approx. 2 months and trailer is connected to utilities.

spell check

Continue Application »

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STEP 5: Review the information you entered. Click "Edit" if you need to change any of the information entered.

Step 5 : Review

Please review all information below. Click the "Edit" buttons to make changes to sections or click the "Continue Application" button to submit the application.

Record Type

PDS Enforcement Complaint

Address

388 ALVARADO ST

Parcel

Parcel Number: 103-233-30-00
Animal Regulations: S
Building Type: S
Density: SEE OR
Floor Area Ratio: SEE OR
Height: S
Lot Coverage: SEE
Lot Size: SEE OR
Maximum Floor Area: SEE OR
Open Space: S
Setback: S
Special Area Regulations: C,SEE ORDINANCE
Use Regulation: V3
Domain: CN

Complainant

Test Only Primary Phone:760-999-9999
Test
Test, CA, 92069

Tenant

Business Owner

ASI

COMPLAINT INFORMATION

Source: ACA

Specific Issue: 1) Building a detach 2-car garage at the rear of the property. 2) Occupied trailer coach on the side yard for approx. 2 months and trailer is connected to utilities.

Continue Application »

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STEP 6: Your complaint has now been submitted to Code Compliance Division. Staff will contact you if additional information is needed. Your complaint will be assigned to a Code Compliance Officer for investigation.

PDS Enforcement Complaint

1
2 Contact Information
3 Additional Contacts
4 Complaint Information
5 Review
6 Application Acceptance

Step 6 : Application Acceptance

☒

We have received your record application and will be reviewing the information you submitted. Please write down your Record ID for future reference. We will contact you with further information.

You will need your Record ID to check the status of your application. For Building applications, once you have been notified that your permit has been issued use your Record ID to schedule/check results of inspections.

Your Record ID is PDS2013-ENFCOM-000012.

We have received your record application and will be reviewing the information you gave us. Please write down your Record ID for future reference. We will contact you when a decision has been made.

You will need your Record ID to check the status of your application. For Building applications, once you have been notified that your permit has been issued use your Record ID to schedule/check results of inspections., check status, or track other updates.

- Please save your Record ID or print the confirmation page. To check the status of your complaint, please contact complaint lines at:
North County Areas: 760-940-2893
East or South County Areas: 858-694-2705